



0000160092

To: Arizona Corporation Commissioners (AZCC) Members
From: Delman Eastes
Subject: Epcor Water, AZCC Docket # WS-01303-14-0010

ORIGINAL

This letter is in response to our conversation of February 4, 2015 relative to issues not discussed in AZCC telephone conference of February 2, 2015.

- Epcor has not conducted **Business Process Re-Engineering** of their enterprise or change in communication.
- Epcor has not conducted a **Benchmark Study** to see what the competition/others in this area are charging.
- I don't see any indication of **irreversible corrective action** when adverse issues arise so they don't happen again.
- Epcor is planning **an increase in compensation** for employees at all levels of their organization, including bonus for all those in the bonus pool (they should be freezing all compensation).
- I have not seen a yearly audit of their books to see the auditor's opinion of Epcor operations.
- Finally, we live in the 5th poorest area in the U.S. and cannot afford an increase in water and sewer rates, they should be lowered.

Enclosed are bills from: Yuma, AZ: Bullhead City, AZ : FT Mohave, AZ

Also enclosed is additional information about our area

Arizona Corporation Commission

DOCKETED

FEB 20 2015

DOCKETED BY

AZ CORP COMMISSION
DOCKET CONTROL

2015 FEB 20 A 11:35

RECEIVED

To: Arizona Corporation Commissioners (AZCC) Members

From: Delman Eastes

Subject: EPCOR Wishing Well Waste Water Treatment Plant Service Area, Mohave Valley

The following are issues relative to EPCOR purposed rate changes

- There are currently 1448 customers EPCOR Wishing Well Waste Water Treatment Plant (Wishing Well Waste Water Treatment Plant) in Fort Mohave, Arizona Over 60% of these customers are retired and are on a limited fixed income
- The existing EPCOR WW-WWTP and associated waste water collection system is now \$56.00 – Almost 2 times the Bullhead City rate and 30% higher than Fort Mojave Tribal Utilities Authority (FMTUA) rates.
- The EPCOR wastewater collection system serving the Fort Mohave area was designed to maximize gravity flow, minimizing continuing maintenance and operation negating the need for lift stations.
- A great deal of the EPCOR wastewater collection system was paid for by developers during construction and should not be considered in their rate base.
- EPCOR received \$785 per homesite for “Hook-up” fees from each community developer
- developers construct the sewer line, inspect it, and hand it over to EPCOR.
- In 2010 when we had the rain storm, EPCOR wastewater facility at Wishing Well was under water. FMTUA accepted the effluent and flood water
- No irreversible corrective action was noted This shows lack of competence, as any sewer provider would know their treatment plant is in a low spot and should have a provision when it gets flooded.
- FMTUA (Fort Mohave Tribal Utility Authority) has infrastructure available in the same area and is willing to accept and take over EPCOR, and will do so at a more reasonable rate.
- EPCOR monthly fee of \$56.00 should be lowered to reflect FMTUA and Bullheads waste water fees.
- EPCOR sells the treated wastewater (effluent) to Los Logos Lakes for **\$60,000 per Year**

Tri-City Ranks as Fifth Poorest Area in Nation

Demographs

Mohave County made onto an unwanted list as one of the poorest areas in the ratenation. Based on data from the U.S census.

- **Kingman – Lake Havasu – Bullhead City metro area ranks as the fifth poorest of more than 366 metropolitan areas in the country**
- **Median income in Mohave County's three – city metropolitan area is \$34,445 with a population of 203,334 . The county' s poverty rate is 21.7 percent**
- **Workforce consists of low paying retail, entertainment and hospitality jobs. Percentage of people in the county with at least a bachelor's degree is just 11.2 percent, lowest in the country**
- **Bullhead City and Fort Mohave needs distribution points, including rail for industry to ship it's product. Mohave Valley area only has one highway 95 that accesses Interstate 40**
- **Bullhead City and Fort Mohave needs a more educated workforce, Arizona State University branch campus in Lake Havasu and Northern Arizona University branch campuses are 40 miles away**
- **Mohave County's unemployment rate is about 10.2 percent. Bullhead City's rate is about 9 % , making them about seventh poorest in the nation**

STATEMENT

Account No.	Service Address	Bill Date	Bank Draft Date	Bank Draft Amount			
		1/28/2015					
Meter Reading Detail							
		From	To	Days Used	Prev Reading	Pres Reading	Usage
Previous Balance	30.00						
Payments - Thank you!	(30.00)						
Balance Forward	0.00						
Sewage Fee	30.00						
BANK DRAFT AMOUNT	30.00						
Payment Terms:							
Payments must be received no later than the due date which is fifteen days from the billing date. Failure to make payment will result in a late penalty, which is established by ordinance.							
Message Area							
MONTHLY WASTE WATER SERVICE DATES: 12/29/2014 THRU 01/28/2015							
DROP BOX / OFFICE LOCATION: 2355 TRANE RD							

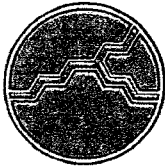


CITY OF BULLHEAD CITY

P.O. Box 23189 * Bullhead City, AZ 86439-3189 * Customer Service (928) 763-0166 * www.bullheadcity.com

Hours: 8:00 a.m. - 5:00 p.m. Monday thru Friday

KEEP THIS TOP PORTION FOR YOUR RECORDS



CITY OF YUMA
ONE CITY PLAZA • PO BOX 13012
YUMA, AZ 85366-3012

PH. (928) 373-5076 • FAX (928) 373-5077

TRASH INQUIRIES: (928) 373-4500

OFFICE HOURS: MONDAY - THURSDAY 7 AM TO 6 PM

EVERY OTHER FRIDAY 7 AM TO 5 PM

PLEASE VISIT AT: www.YumaAZ.gov

TO MAKE PAYMENT BY PHONE: (928) 373-4999

CITY SERVICES BILL

ACCOUNT INFORMATION

ACCOUNT NUMBER 43320-001
SERVICE ADDRESS 3715 S PARKVIEW CIR
CYCLE-ROUTE Cycle 24
BILLING DATE 07/22/14
MAIL DATE 07/23/14
DUE DATE 08/08/14

METER ACTIVITY

SERVICE FROM 06/20/14 TO 07/18/14

Meter Number	Days	Current Reading	Previous Reading	HCF* Usage
0126304	28	51509	46998	4.5

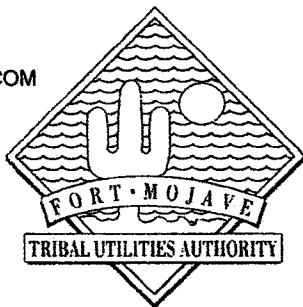
COMPARE YOUR USAGE FROM DECEMBER 2013 10

5 HCF (Hundred Cubic Feet) = 3,373.71 Gallons

SERVICE DETAIL AND CHARGES

SERVICE	CONSUMPTION	CHARGE	TOTAL
		PREVIOUS BALANCE	64.46
		PAYMENTS	-64.46
WATER BASE CHARGE	06/20/14 07/18/14	14.63	
WATER CONSUMPTION	4.5	6.40	
STATE TAX		1.18	
COUNTY TAX		0.23	
CITY TAX		0.36	
STATE USE FEE		0.02	
TOTAL WATER			22.82
SEWER BASE CHARGE	06/21/14 07/18/14		30.31
TRASH COLLECTION FEE		4.67	
ENV SOLID WASTE FEE		5.83	
TOTAL TRASH			10.50
		TOTAL CURRENT CHARGES	63.63
		TOTAL AMOUNT DUE	63.63

EASE REMIT TO:
ATUA
BOX 5559
HAVE VALLEY, AZ 86446
8) 768-2200 WWW.AHAMACAV.COM



Bill Date: 12/17/2014

DUE BY 01/15/2015

Amount Due: \$ 44.88

Amount Enclosed:

AMOUNT DUE AFTER 01/15/2015

Amount: \$ 45.78

Service Address

*** Return this portion with your payment ***

Service Address

From: 11/18/2014
To: 12/17/2014
Bill Date: 12/17/2014
Due Date: 01/15/2015

Activity	Serv	Service	Charges
	Code	Description	
Prev Balance	11/18/2014		88.88
LATE FEE			.00
Adjustment			.00
PAYMENT	12/15/2014		88.00
Applied Deposit			.00
Net Balance			.88
Bill	SW1	RES SEWER 1 ERU	44.00
		Total New Charges	44.00

Billing Inquires

Monday – Friday 8 am to 5 pm
Please Call (928) 768-2200

24 Hour Emergency Reporting

Please Call (928) 768-2200

DUE BY 01/15/2015
AMOUNT DUE AFTER 01/15/2015

44.88
45.78

State & County QuickFacts

People Quick Facts

Population, 2014 estimate	NA	6,731,484
Population, 2013 estimate	203,030	6,634,997
Population, 2010 (April 1) estimates base	200,186	6,392,310
Population, percent change - April 1, 2010 to July 1, 2014	NA	5.3%
Population, percent change - April 1, 2010 to July 1, 2013	1.4%	3.8%
Population, 2010	200,186	6,392,017
Persons under 5 years, percent, 2013	4.8%	6.5%
Persons under 18 years, percent, 2013	19.2%	24.4%
Persons 65 years and over, percent, 2013	25.9%	15.4%
Female persons, percent, 2013	49.7%	50.3%
<hr/>		
White alone, percent, 2013 (a)	92.2%	84.0%
Black or African American alone, percent, 2013 (a)	1.3%	4.6%
American Indian and Alaska Native alone, percent, 2013 (a)	2.9%	5.3%
Asian alone, percent, 2013 (a)	1.2%	3.2%
Native Hawaiian and Other Pacific Islander alone, percent, 2013 (a)	0.2%	0.3%
Two or More Races, percent, 2013	2.2%	2.6%
Hispanic or Latino, percent, 2013 (b)	15.5%	30.3%
White alone, not Hispanic or Latino, percent, 2013	78.4%	56.7%

Living in same house 1 year & over, percent, 2009-2013	79.0%	80.4%
Foreign born persons, percent, 2009-2013	6.9%	13.4%
Language other than English spoken at home, pct age 5+, 2009-2013	10.9%	26.8%
High school graduate or higher, percent of persons age 25+, 2009-2013	83.8%	85.7%
Bachelor's degree or higher, percent of persons age 25+, 2009-2013	11.9%	26.9%
Veterans, 2009-2013	26,193	522,382
Mean travel time to work (minutes), workers age 16+, 2009-2013	18.9	24.6
Housing units, 2013	111,725	2,892,325
Homeownership rate, 2009-2013	69.4%	64.4%
Housing units in multi-unit structures, percent, 2009-2013	10.2%	20.7%
Median value of owner-occupied housing units, 2009-2013	\$133,900	\$165,100
Households, 2009-2013	80,230	2,370,289
Persons per household, 2009-2013	2.43	2.67
Per capita money income in past 12 months (2013 dollars), 2009-2013	\$20,833	\$25,358
Median household income, 2009-2013	\$39,200	\$49,774
Persons below poverty level, percent, 2009-2013	19.4%	17.9%

Mohave

Business QuickFacts	County	Arizona
Private nonfarm establishments, 2012	3,611	131,375 ¹
Private nonfarm employment, 2012	39,443	2,134,252 ¹
Private nonfarm employment, percent change, 2011-2012	-0.8%	1.2% ¹
Nonemployer establishments, 2012	10,177	413,571
<hr/>		
Total number of firms, 2007	14,568	491,529
Black-owned firms, percent, 2007	1.1%	2.0%
American Indian- and Alaska Native-owned firms, percent, 2007	2.6%	1.9%
Asian-owned firms, percent, 2007	1.6%	3.3%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	F	S

Hispanic-owned firms, percent, 2007	4.6%	10.7%
Women-owned firms, percent, 2007	25.9%	28.1%
<hr/>		
Manufacturers shipments, 2007 (\$1000)	1,349,965	57,977,827
Merchant wholesaler sales, 2007 (\$1000)	423,845	57,573,459
Retail sales, 2007 (\$1000)	2,837,691	86,758,801
Retail sales per capita, 2007	\$14,489	\$13,637
Accommodation and food services sales, 2007 (\$1000)	274,299	13,268,514
Building permits, 2013	464	25,209

Mohave

Geography QuickFacts	County	Arizona
Land area in square miles, 2010	13,311.08	113,594.08
Persons per square mile, 2010	15.0	56.3
FIPS Code	015	04
Metropolitan or Micropolitan Statistical Area	Lake Havasu City- Kingman, AZ Metro Area	

1: Includes data not distributed by county.

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

D: Suppressed to avoid disclosure of confidential information

F: Fewer than 25 firms

FN: Footnote on this item for this area in place of data

NA: Not available

S: Suppressed; does not meet publication standards

X: Not applicable

Z: Value greater than zero but less than half unit of measure shown

Source U.S. Census Bureau: State and County QuickFacts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits
Last Revised: Thursday, 05-Feb-2015 13:12:05 EST

ABOUT US

FIND DATA

BUSINESS & INDUSTRY

PEOPLE & HOUSEHOLDS

SPECIAL TOPICS

NEWSROOM